

**NOTICE INVITING TENDER (E-Procurement mode)**

**भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान पुणे**

**INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH**

An Autonomous Institution, Ministry of Human Resource Development, Govt. of India

Dr. Homi Bhabha Road, Pashan Pune – 411008.

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Website: [www.iiserpune.ac.in](http://www.iiserpune.ac.in)

**Open Tender Ref. No: IISER/PUR/1170/19**

**Date: 21/04/2020**

Indian Institute of Science Education and Research, Pune invites online bids (e-tender) in two bids systems, from OEM/Authorized distributors/Authorized dealer for the following.

Brief Details of Tender:

Item Description	Estimate Cost of Tender (Rs).	EMD (Rs).	Tender Fee (inclusive GST @ 18%) (Rs.)
Supply, Installation and Commissioning of UTM or Firewall Appliance (Hardware and Software) with software usage and support licenses for the period of three (3) Years.	25,00,000/-	50,000/-	1,180/-

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal <https://eprocure.gov.in/eprocure/app> or Institute website [www.iiserpune.ac.in](http://www.iiserpune.ac.in) and bid is to be submitted **online only** through the E-procurement portal up to the last date and time of submission of tender.

Critical Dates of Tender

Sr.No	Particulars	Date	Time
1	Date of Online Publication/Download of Tender	21/04/2020	18.00Hrs
2	Pre-Bid Meeting	05/05/2020	15.30Hrs
3	Bid Submission Start Date	12/05/2020	15.00Hrs
4	Bid Submission Close Date	19/05/2020	15.00Hrs
5	Closing date & time for Submission of original EMD & Tender Fee	19/05/2020	15.00Hrs
6	Opening of Technical Bids	21/05/2020	14.00Hrs

No manual bids will be accepted. All quotation (both Technical and Financial should be submitted in the E-procurement portal).

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 0120-4200462, 0120-4001002, 91-8826246593.

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### **Instructions for Online Bid Submission:**

This tender document has been published on the Central Public Procurement Portal ([URL:https://eprocure.gov.in/eprocure/app](https://eprocure.gov.in/eprocure/app)) & Institute website [www.iiserpune.ac.in](http://www.iiserpune.ac.in) . The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<https://eprocure.gov.in/eprocure/app> .

### **REGISTRATION**

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app) ) by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.
7. The CPP Portal also has user manual with detailed guidelines on enrollment and participation in the online bidding process. Any queries related to process of online bids or queries related to CPP Portal may be directed to the 24x7 CPP Portal Helpdesk.
8. The Institute will not be responsible for any type of technical issue regarding uploading of Tender on website.

### **SEARCHING FOR TENDER DOCUMENTS**

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **PREPARATION OF BIDS**

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS formats. Bid documents may be scanned with 100 dpi with black and white option.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS**

1. Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Financial Bids can be submitted in PDF format (As per Chapter 5).  
The bidder may add rows to include the prices of all components & warranties, installation etc. whichever applicable.
4. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
5. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
6. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
7. Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

### **ASSISTANCE TO BIDDERS**

- i. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- ii. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is **0120-4200462, 0120-4001002, 91-8826246593**.

**CHAPTER 1**  
**INVITATION FOR Tender Offers**

**Indian Institute of Science Education and Research (IISER), Pune invites e-Tender for Supply, Installation & Commissioning of UTM / Firewall Appliance (Hardware and Software) with software usage and support licenses for the period of three (3) Years.**

1. The BIDDERS are requested to give detailed tender in two Bids i.e.
  - a. **Part - I: Technical Bid.**
  - b. **Part - II: Commercial Bid.**

2. A Pre-bid conference will be held at IISER Pune, Purchase Section, Dr. Homi Bhaba Road, Pashan, Pune – 411008 on. 05-05-2020 from 03:30 PM. All prospective bidders are requested to kindly submit their queries to the address indicated above or email at [purchase@iiserpune.ac.in](mailto:purchase@iiserpune.ac.in) so as to reach latest by 03/05/2020 by 12:00 Noon. During Pre-bid meeting the answers / clarifications to the queries will be made available and also uploaded on our website. No queries will be entertained after the Pre-bid meeting.

**TIME SCHEDULE**

Sr.No	Particulars	Date	Time
1	Date of Online Publication/Download of Tender	21/04/2020	18.00Hrs
2	Pre-Bid Meeting	05/05/2020	15.30Hrs
3	Bid Submission Start Date	12/05/2020	15.00Hrs
4	Bid Submission Close Date	19/05/2020	15.00Hrs
5	Closing date & time for Submission of original EMD & Tender Fee	19/05/2020	15.00Hrs
6	Opening of Technical Bids	21/05/2020	14.00Hrs

Supply means: “Supply, Installation, Commissioning and satisfactory demonstration of the whole system and training”. If any charges extra are payable for Installation, Commissioning and training, the same should be specified in the commercial offer.

**3. AVAILABILITY OF TENDER:**

The tender document can be downloaded from <http://eprocure.gov.in/eprocure/app> and be submitted only through the same website.

**Technical Bid:**

1. The online envelope clearly marked as "**Technical Bid - Envelope No. 1**" shall contain the all scanned copies of originals documents in PDF Format.
  - a) Compliance statement/questionnaire of tender terms and conditions as per **Annexure-‘A’**.
  - b) Compliance statement of specifications as per **Annexure- ‘B’**.
  - c) Bid Security/EMD as per **Annexure- ‘C’**.
  - d) Manufacturer authorization as per **Annexure –‘D’**.
  - e) Previous Supply Order List Format as per **Annexure –‘E’**.
  - f) Bidder Information Form as per **Annexure –‘F’**.

- g) Blacklist Certificate as per **Annexure –‘G’**.
- h) Annual Maintenance Certificate as per **Annexure –‘H’**.
- i) Solvency certificates for Rs 10.00 lakhs (not older than twelve months) issued by Scheduled/Nationalized bank with which BIDDER holds the current account.
- j) Copy of GST/ PAN No. and TIN No. allotted by the concerned authorities. If registered with the National Small Industries Corporation, the registration number, purpose of registration and the validity period of registration and a copy of NISC/MSME registration wherever it is applicable should also be provided in Technical Bid.
- k) Technical literature/ leaflets and complete specifications of quoted model(s) along with commercial terms and conditions.
- l) Undertaking that the successful BIDDER agrees to give a security deposit amounting to 10% of the purchase order value by way of Demand Draft in favor of The Director, IISER Pune.
- m) In case of exemption from submission of Bid security, proof of registration with NSIC/MSME
- n) Details of supplies of similar equipments.
- o) Scanned copy of Tender Fee & EMD and it is required to submit the same in original in a sealed envelope at the following address

**Assistant Registrar (Stores & Purchase)**

**Indian Institute of Science Education and Research (IISER), Pune**

**Dr. Homi Bhabha Road, Pashan, Pune– 411008.**

**Tel: +91-020-25898017; Email: [purchase@iiserpune.ac.in](mailto:purchase@iiserpune.ac.in)**

**Website: [www.iiserpune.ac.in](http://www.iiserpune.ac.in)**

#### **TENDER FEE & EARNEST MONEY DEPOSIT DETAILS**

- a) **Tender Fee of Rs. 1,180/- (One thousand One Hundred Eighty only)** in the form of Demand Draft from Nationalized/scheduled bank in favor of The Director, IISER Pune. The firm registered with NSIC/MSME as manufacturer for the supply of the same category of item for which the party is submitting quotation will be exempted from submission of FEE.
- b) **EMD of Rs. 50,000/- (In Words Fifty Thousand only)** in the form of Bank guarantee (As per format enclosed as ANNEXURE- ‘C’) or Demand Draft of a scheduled bank in the name of Director, IISER, Pune valid for 180 days from the date of opening of the tender.

#### **Exemption from submission of EMD (Only for Indigenous Purchases in INR Only):**

Bidders registered with any of the following agencies/ bodies as per Public procurement policy for Micro & Small Enterprises (MSE) order 2012 are exempted categories from payment of EMD provided that the registration certificate issued by any one of these below mentioned agencies must be valid as on close date of tender. Micro small or medium enterprises who have applied for registration or renewal of registration with any of these agencies/bodies but have not obtained the valid certificate as on close date of tender are not eligible for exemption.

- 1) Khadi and Village Industries Commission (KVIC)
- 2) National Small Industries Corporation (NSIC)
- 3) Any other body specified by Ministry of MSME/GOI. To avail exemption it is mandatory to upload a valid certificate.

#### **Note:**

**i. Traders / resellers / distributors / authorized agents will not be considered for availing benefits under Public Procurement policy 2012 for MSMEs as per MSME guidelines issued by MoMSME.**

ii. The MSME's Bidder to ensure that **nature of services and goods/items manufactured mentioned in MSME's certificate matches with the nature of the services and goods /items to be supplied as per Tender.**

- c) The firm registered with /NSIC/MSME as manufacturer for the supply of the same category of item for which the party is submitting quotation will be exempted from submission of EMD. Intended parties will have to give proof of registration along with their quotation. EMD of the unsuccessful bidders shall be refunded without any interest at the earliest after finalization of the purchase of concerned item.
- i. The BIDDER who submits the tender on behalf of their principals should produce documentary evidence in support of their authority to quote or submit proforma invoice of their principals. In case the BIDDER is not represented by any Indian Agent the Bank Guarantee valuing **US \$ 670.00 (US Dollars only)** should accompany the Technical Bid towards EMD.
  - ii. In case of bids in Foreign Currency, the Indian Representative / dealers can submit the EMD in INR to IISER, Pune without any relaxation.
  - iii. The Bank Guarantee is insisted due to steep fluctuations in foreign exchange hence the foreign DD's are not accepted towards EMD. Bids submitted without EMD will stand rejected. EMD will not be accepted in the form of cash /cheque. No interest is payable on EMD.
  - iv. The EMD will be returned to the BIDDERS(s) whose offer is not accepted by IISER, PUNE within one month from the date of the placing of the final order(s) on the selected BIDDER(s). In case of the BIDDER(s) whose offer is accepted the EMD will be returned on submission of Bank Guarantee as Security Deposit (SD). However, if the return of EMD is delayed for any reason, no interest / penalty shall be payable to the BIDDERS.
  - v. The successful BIDDER, on award of contract / order, must send the contract / order acceptance in writing, within 15 days of award of contract / order failing which the EMD will be forfeited.
  - vi. The EMD shall be forfeited: In case a successful BIDDER fails to furnish the Security Deposit.

4. The technical offer **should not contain any price information.**

#### **5. Specifications:**

Specifications are basic essence of the product. It must be ensured that the offers must be strictly as per our specifications. At the same time it must be kept in mind that merely copying our specifications in the quotation shall not make the parties eligible for consideration of the quotation. A quotation has to be supported with the printed technical leaflet/literature of the quoted model of the item by the quoting party/manufacturer and the specifications mentioned in the quotation must be reflected /supported by the printed technical leaflet/literature. Therefore the model quoted invariably be highlighted in the leaflet/literature enclosed with the quotation. Non-compliance of the above shall be treated as incomplete/ambiguous and the offer can be ignored without giving an opportunity for clarification/negotiation etc. to the quoting party.

#### **6. Compliance Statements:**

- a) Bidders must furnish a Compliance Statement of each and every required Specification of our tender in the format at ANNEXURE–‘B’. The deviations, if any, from the tendered specifications should be clearly brought out in the statement. Technical literature/leaflet showing the compliance of the specification may also be attached with the quotation.
- b) Similarly, the Compliance Statement/questionnaire for Terms & Conditions of the tender may be furnished, as per the enclosed format at Annexure –‘A’, along with quotation (with techno- commercial bid in case of two bid tender system).
- c) The firms are advised to submit both the compliance statements essentially along with their quotation failing which their offer may not be considered.

**Envelope 2 : “Commercial Bid” shall contain:**

- i. Cost of all the items should be mentioned clearly and individually in the Commercial Offer (Part-II) only.
- ii. The BIDDERS are requested to quote for Educational Institutional Price for Equipment and software, since we are eligible for the same.
- iii. The prices should be shown against each item for the purpose of Insurance claims / replacements if any.
- iv. List of deliverables / Bill of materials and services.
- v. In case of foreign quote, the address of Principal’s / Manufacturer’s and their Banker’s details should be furnished.

**Note:**

- (i) No request for extension of due date will be considered under any circumstances.
- (ii) No sub-contracting is allowed with regard to installation, commissioning, training, warranty maintenance and after sales service. This is the sole responsibility of the Principals’/their authorized agents

7. IISER Pune may issue corrigendum to tender documents before due date of Submission of bid. The bidder is required to read the tender documents in conjunction with the corrigendum, if any, issued by IISER Pune. The bidder is not supposed to incorporate the amendment in the body of the tender document

**8. BID OPENING**

- a) Technical Bids will be opened on 21-05-2020 at 14:00 Hrs.
- b) Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be announced later.
- c) Bids would be summarily rejected, if tender is submitted other than through online or **original EMD & tender fee are not submitted within stipulated date / time**. IISER Pune shall not be responsible for any postal delay, EMD & Tender Fee before Tender closing date.

**9. Terms of the Technical Committee**

- (i) On the due date the Technical bids will be opened and referred to the Technical Committee which is duly constituted by the Director, IISER, Pune. The committee will go through the technical aspects of the tender and recommend short listed firms. The recommendation of the technical committee is the final and binding on all the parties.



- (ii) The technical evaluation will be an assessment of the Technical Bid. IISER, Pune representatives will proceed through a detailed evaluation of the Technical Bids as defined in **Chapter IV (Schedule of requirements, specifications and allied technical details)**, in order to determine whether they are substantially responsive to the requirements set forth in the tender. In order to reach such a determination, IISER, Pune will examine the information supplied by the BIDDERS, and shall evaluate the same as per the specifications mentioned in this tender.
- (iii) The technical committee may formulate evaluation criteria in addition to the specifications and requirements indicated in the tender, in the interest of IISER, Pune and this criteria/recommendation will also form as a part of short-listing of the firms.
- (iii) The Technical Committee will examine all the Technical aspects of the bids received. Further, the Technical Committee may seek additional information from the existing users at IISER, Pune or from other Institutes / organizations and also call for Technical presentations from the BIDDERS if it is required so.  
**The technical committee at its discretion may ask the bidders / OEM to demonstrate the product capabilities which may include but not limited to -**
  - a. **Installing the similar device in the IISER network temporarily as a proof of concept for validation.**
  - b. **Providing an access to the virtual appliances (on cloud) to validate the claims against the tendered technical parameters.**
- (v) The information received and the bids already submitted together will be examined with reference to the tendered specifications and evaluation is made by the Technical Committee.
- (vi) After the technical evaluation is completed and approved, IISER, Pune shall inform to the BIDDERS whose bids have been rejected technically with the reasons for rejection on e-Procurement Portal (<https://eprocure.gov.in/eprocure/app>).  
**The commercial offers of the vendors whose technical offers are found to be technically deficient or do not meet the qualification criteria as specified in this tender will be returned to them without opening along with their EMD.**
- (vii) The successful BIDDERS will be informed regarding the date and time of Commercial bid opening.
- (viii) The purpose of obtaining two bids (technical and commercial) is to evaluate all the firms on technical basis with reference to the tendered specifications, performance of similar Solutions/Applications elsewhere, obtaining users views with reference to the earlier supplies. This will enable the technical committee to arrive at a fair recommendation in the interest of the organization.
- (ix) In the event of seeking any clarification from various BIDDERS by IISER, Pune, the BIDDERS are required to furnish only technical clarifications that are asked for. No amendment to commercial bid will be entertained at that stage. In case if a BIDDER fails to quote for a particular item it amounts to non-compliance and hence such bid will not be considered for further evaluation. Further during this process if any BIDDER indicates the price during the clarification such bids also will not be considered for further evaluation.

10. **Bid Evaluation:**

Based on results of the Technical evaluation IISER, Pune evaluates the Commercial Bid of those Bidders who qualify in the Technical evaluation.

- a) IISER Pune shall correct arithmetical errors on the following basis:
  - (i) If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected.
  - (ii) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
  - (iii) If there is a discrepancy between words & figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.
- b) Selling exchange rate/equivalent to Indian currency will be as on the date of bid opening in the case of single bidding and the rate on the date of opening of the priced bids in the case of two-part bidding.
- c) **The bids shall be evaluated on the basis of final landing cost as per format given in Price Schedule in case of import / indigenous items.**
- d) The comparison between the indigenous and the foreign offers shall be made on FOR destination basis and CIF/CIP basis respectively. However the CIF/CIP prices quoted by any foreign bidders shall be loaded further as under :
  - Towards customs duty and other statutory levies-as per applicable rates.
  - Towards custom clearance, inland transportation etc. – 2% of the CIF/CIP value.
- e) Where the price quoted on FOB/FCA and CIF/CIP basis are the same, the Contract would be made on CIF/CIP basis only.
- f) The Vague terms like “packing, forwarding, transportation..... etc. extra” without mentioning the specific amount/percentage of these charges will not be accepted. **Such offers shall be treated as incomplete and rejected.**
- g) After arriving at final pricing of individual offers of all the short listed firms, the lowest firm will be awarded with Contract/Purchase Order.

11. The Director, IISER, PUNE reserves the right to accept the offer in full or in parts or reject summarily or partly.

## **CHAPTER-2: INSTRUCTIONS TO BIDDERS**

### **PART A :**

#### **Bidders' Eligibility Criteria**

1. Bidder Company/Firm should have a Permanent Account Number (PAN) and a valid GSTIN Registration. Copy of the same to be enclosed with the bid.
2. The (primary) bidder is expected to be a profit-making company having achieved a minimum annual turnover of Rs.1 Crore each during last three financial year (F.Y. 2016-17, 2017-18, 2018-19). Copy of Audited Balance Sheets/IT Returns/CA Certificate to be enclosed along with the bid.
3. Bidder should be an established IT Security hardware and software solution provider and should have been in business in India for a period exceeding three (3) years as on date of submission of the bid. It should have successfully executed one (1) similar project pertaining to the installation and integration of Unified Threat Management/Next Generation Firewall appliance(s) in a State/Central Govt./PSUs/Autonomous Bodies/ Banks before the date of submission of bids. The name and contact detail of the responsible authority may please be submitted to substantiate the submissions made in the format as provided in relevant annexure of this tender document .
4. Company/Firm black listed by Govt State/Central Govt./PSUs/Autonomous Bodies/ Banks are not eligible to Bid. If at any stage of bidding process or during the currency of contract, such information comes to knowledge of the institute, IISER Pune shall have right to reject the bid or terminate the contract, as the case may be, without any compensation to the bidder. The bidder shall submit the certificate for this matter in the format as enclosed with the document (refer relevant annexure).
5. Bidder should produce manufacture authorization certificate as per Annexure-D from all product OEM's forming the part of proposed solution.

## PART B:

### 1. PREPARATION AND SUBMISSION OF OFFERS:

a) Quotation should be submitted directly by the original manufacturer/supplier or its sole authorized distributor/dealer/Indian Agent. In case of bid by authorized dealer/distributor/Indian Agent, the manufacturer authorization should be attached with the technical bid as per Annexure-'D'.

**One Indian Agent can participate in a tender on behalf of one manufacturer only. No offer will be entertained if the same Indian Agent is representing another manufacturer for the same item.**

b) In case a bidder is not doing business within India, it shall furnish the certificate to the effect that the bidder is or will be represented by an agent in India equipped and able to carry out the supply, maintenance, repair obligations etc. during the warranty and post-warranty period or ensure a mechanism at place for carrying out the supply, maintenance, repair obligations etc. during the warranty and post-warranty period.

c) The bidder shall bear all costs associated with the preparation and submission of its bid irrespective of the conduct or outcome of the bidding process.

d) The bidder should not indulge in any corrupt, fraudulent, collusive, coercive practices during the entire process of procurement and execution of contract/order.

e) Before the deadline for submission of the bid, IISER PUNE reserves the right to modify the bidding document and to extend or not to extend the date of submission. Such amendment/modification will be hosted on e-Procurement portal (<https://eprocure.gov.in/eprocure/app>) or on IISER PUNE website.

f) Conditional tenders will be summarily rejected.

### 2. Delivery Period / Timeliness:

The deliveries & installation must be completed **within 45 Days** after placement of purchase order. The time is the essence of the contract. It is mandatory for the BIDDERS who respond to this bid to meet these expectations, as are tightly linked to IISER, PUNE's plans of completing the project within the time frame.

### 3. Security Deposit:

- 3.1 Within fifteen (15) days of the award of contract, the vendor shall furnish a Security Deposit amounting to 10% of the purchase order value in the form of Demand Draft/Bank Guarantee (**from scheduled Bank only**) favoring the Director, Indian Institute of Science Education and Research, Pune.
- 3.2 The IISER will forfeit the 10% security deposit if vendor fails to execute the order as per the Purchase Order. This Security Deposit will be refunded to the vendor only on successful installation of the EQUIPMENT / SYSTEM.
- 3.3 The Security Deposit should be valid for a period of warranty period as we plan to extend the same as Performance Bank Guarantee.
- 3.4 **Bank Guarantee wherever mentioned in this document may be read as "Bank Guarantee from any Scheduled Bank" only.**

4. **Amalgamation/Acquisition etc.:**

In the event the Manufacturer/Supplier proposes for amalgamation, acquisition or sale of its business to any firm during the contract period, the BUYER/Successor of the Principal Company are liable for execution of the contract and also fulfillment of contractual obligations i.e. supply, installation, commissioning, warranty, maintenance/replacement of spares accessories etc. while submitting your bid, you may confirm this condition.

5. **Bid Validity Period:**

- 5.1. The prices must be valid at least for a period of **90 days** from the date of opening of the Tender. No changes in prices will be acceptable in any condition after opening of tender till the validity of the offer or execution of the order whichever is later
- 5.2. IISER, PUNE may ask for the BIDDER's consent to extend the period of validity. Such request and the response shall be made in writing only. The BIDDER is free not to accept such request without forfeiting the EMD. A BIDDER agreeing to the request for extension will not be permitted to modify his bid.
- 5.3. Bid evaluation will be based on the bid prices without taking into consideration the above corrections.

**6. AWARD OF CONTRACT:**

**Award Criteria**

- 6.1. IISER, PUNE shall award the contract to the technically qualified eligible BIDDER whose bid has been determined as the lowest evaluated commercial bid.
- 6.2. If more than one BIDDER happens to quote the same lowest price, IISER, PUNE reserves the right to award the contract to more than one BIDDER or any BIDDER.

**7. IISER Pune Right to vary Quantities at the time of Award:**

- 7.1. The IISER Pune reserves the right at the time of Contract award to increase or decrease the quantity of goods and services originally specified in the tender document without any change in unit price or other terms and conditions.
- 7.2. Firms which have already supplied similar equipment to IISER, PUNE and have not completed required installation/commissioning/after sales service/warranty replacements etc. such firms offers will not be considered for further evaluation and no enquiries thereafter will be entertained.

**8. Cargo Consolidation and Customs Clearance:**

IISER, PUNE has appointed its own Freight Forwarder and Custom House Agent for all IISER, imports. Please note that all the consignments have to be routed through their associates only. The address and contact details will be provided at the time of placing the Purchase Order. While submitting your bid, you may confirm this condition.

**9. Fraud and Corruption:**

The IISER Pune requires that bidders, suppliers, contractors and consultants, if any, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy,

- (a) The terms set forth below are defined as follows:

- (i) **“Corrupt practice”** means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution;
  - (ii) **“Fraudulent practice”** means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;
  - (iii) **“Collusive practice”** means a scheme or arrangement between two or more bidders, designed to establish bid prices at artificial, noncompetitive levels; and
  - (iv) **Coercive practice”** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
- (b) The IISER Pune will reject a proposal for award if it determines that Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent collusive or coercive practices in competing for the Contract in question

10. **Interpretation of the clauses in the Tender Document / Contract Document**

In case of any ambiguity / dispute in the interpretation of any of the clauses in this Tender Document, **Director, IISER, PUNE’s interpretation of the clauses shall be final and binding on all parties.**

## CHAPTER - 3 : CONDITIONS OF CONTRACT

### 1. Prices:

Bid prices should be filled in the appropriate format as mentioned in Price Schedule.

***ALL THE BIDDERS SHOULD QUOTE PRICES FOR EACH AND EVERY ITEM SEPERATELY ALONG WITH THE CONSOLIDATED PRICES APPLICABLE FOR BOTH INDIGENOUS AND IMPORTED ITEMS.***

#### A. For Goods manufactured in India:

- (i) The price of goods quoted Ex-Works including taxes already paid.
- (ii) GST and other taxes like excise duty etc. which will be payable on the goods if the contract is awarded.
  - (a) The charges for inland transportation, insurance and other local service required for delivering the goods at the desired destination as specified in the price schedule form.
  - (b) The installation, commissioning and training charges including any incidental services, if any.

#### B. For Goods manufactured abroad:

- (i) The price of the goods, quoted on FCA (Named place of delivery abroad) or FOB (Named port of shipment), as specified in the schedule form.
- (ii) The charges for insurance and transportation of the goods to the port/place of destination.
- (iii) The agency commission charges, if any.
- (iv) The installation, commissioning and training charges including any incidental services, if any.

**C. We are exempted from payment of Customs Duty under notification No.51/96 dated 23.07.1996. Customs Duty, if any, should be shown separately. No other charges than those mentioned clearly in the quotation will be paid.**

**D. BIDDERS may also bid for High Sea sales.**

### 2. Bank Charges:

**All Bank charges inside India, including opening of LC, to IISER, PUNE Account and outside India to Beneficiary's Account only. In case the BIDDER seeks confirmation of LC such confirmation charges are to the Beneficiary's account. This may please be noted and confirmed.**

### 3. Agency Commission & Services:

- 3.1. The Indian Agency commission payable in Indian currency only after the receipt of consignment in good condition at our Stores and satisfactory installation and commissioning of the ordered equipment.
- 3.2. In case of foreign quote, the Principal supplier should clearly indicate the address of the Indian Agent and percentage (%) of Agency Commission and taxes if any payable to him. Such amounts will be paid in Indian Currency to the Indian Agent.
- 3.3. Details of services rendered by you as well as after-sales services offered by you are to be made clear in the tender.

4. **Performance Bank Guarantee:**

The 10% Security Deposit which is mentioned above may be extended as Performance Bank Guarantee for a period of warranty period.

5. **Technical Evaluation:**

The technical evaluation committee shall evaluate system on basis of the technical literature submitted as part of the bid in addition to publically available content. If required, vendor to demonstrate the equipment as part of the technical evaluation.

6. **Pre-installation:**

The BIDDER has to state in detail the Electrical Power/UPS requirements, floor Space, head room, foundation needed and also to state whether Air-conditioned environment is needed to house the system and to run the tests. i.e. pre-installation facilities required for installation may please be intimated in the technical bid. Subsequently, before the consignment lands in IISER, Pune the BIDDER shall confirm that the pre-installation requirements are sufficient for installation of the equipment. In other words the BIDDER should continuously monitor the pre-installation requirements and see that everything is ready before the consignment is taken to the site for installation.

7. **INSTALLATION:**

7.1 BIDDER shall be responsible for installation / demonstration wherever applicable and for after sales service during the warranty and thereafter.

7.2 Installation demonstration to be arranged by the supplier free of cost and the same is to be done within 15 days of the arrival of the equipment at site.

7.3 After successful installation what will be the minimum down time of equipment/instrument in case of breakdown. If the identified firm or person fails to put the system into working condition what is the further alternative course of action suggested by you to adhere to minimum down time.

8. **INSPECTION:**

8.1 The inspection of the system will be done by our technical expert in the presence of firm's representative.

8.2 In case of receipt of the material in short supply or damaged condition the supplier will have to arrange the supplies/ replacement of goods free of cost pending the settlement of the insurance case wherever applicable on FOR at the IISER. Or CIF basis till satisfactory installation of the system.

8.3 The supplier **should arrange for physical inspection of the items directly or through their authorized representative within seven days of arrival of the consignment failing which they will be responsible for the losses.** After the shipment is effected, the supplier/its representative/Indian agents must remain in touch with the lab/instit. to ascertain the date of arrival of consignment.

9. **Training:**

Wherever needed, Our Scientist/Technical persons should be trained by the supplier at the project site free of cost.



10. **Warranty / Support:**
- 10.1. The items covered by the schedule of requirement shall carry minimum 03 years of comprehensive warranty including 24x7 support from the OEM concerned from the date of acceptance of the equipment by IISER, PUNE. Warranty shall include free maintenance of the whole equipment supplied including free replacement of parts. The defects, if any, shall be attended to on immediate basis but in no case any defect should prolong for more than 24 hours. The comprehensive warranty includes onsite warranty with parts.
  - 10.2. The defects, if any, during the guarantee/warranty period are to be rectified free of charge by arranging free replacement wherever necessary. This includes cost, insurance, freight, custom duty, octroi, local taxes if any should be borne by the beneficiary or his agent. A clear confirmation should be given for this item.
  - 10.3. The warranty on the associated software should cover providing of upgraded version/s, if any, released during the warranty period free of cost.
  - 10.4. The BIDDER shall assure the supply of spare parts after warranty is over for maintenance of the equipment supplied if and when required for a period of 5 years from the date of supply of equipment on payment on approved price list basis.
  - 10.5. The equipment must be supported by a Service Centre in India manned by the principal vendor's technical support engineers. The support through this Centre must be available 24 hours in a day, seven days a week and 365 days a year. Also it should be possible to contact the Principal's vendor support Centre on a toll free number/web/mail.
  - 10.6. An undertaking from the manufacturer is required in this regard stating that they would facilitate the BIDDER on regular basis with technology / product updates & extend support for the warranty as well.
  - 10.7. The vendor will have to arrange for all the testing equipment & tools required for installation, testing & maintenance etc.
  - 10.8. The principal vendor must have a local logistics support by maintaining a local spares depot in the country of deployment of the equipment. This is to ensure immediate delivery of spares parts from Principal Vendor of equipment to its channel partner/system integrator.
  - 10.9. Details of onsite warranty, agency who shall maintain during warranty and undertake Annual Maintenance Contract/Comprehensive Service Maintenance Contract beyond warranty shall be given in the offer. In case of foreign quote, the Indian Agent who shall maintain during warranty and AMC beyond warranty shall be given in the Technical Offer.
  - 10.10 **COMMENCEMENT OF WARRANTY PERIOD:**  
The warranty period of an item shall commence after receipt of the items in good working condition and from the date of its satisfactory installation/commissioning/demonstration at the project site in IISER,, Pune. The warranty period and validity of Performance Guarantee shall be extended for the period of delay in satisfactory installation and delay in warranty services.

11. **Reasonability of Prices:**

11.1 Please quote best minimum prices applicable for a premiere Educational and Research Institution,

11.2 The party must give details of identical or similar equipment, if any, supplied to any IITS/IISERS/ CSIR lab/Education Research Institute during last three years along with the final price paid and Performance certificate from them.

12. **Annual Maintenance Contract:**

12.1. The party must mention in the quotation, the rate/amount of annual maintenance charges, if we opt for maintenance contract after expiry of the warranty period. This is mandatory to mention, wherever applicable.

12.2. No sub-contracting will be allowed for installation or maintaining system/ equipment / instrument during or after warranty period.

13. **Indemnity:**

The vendor shall indemnify, protect and save IISER, PUNE against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the equipments supplied by him.

14. **Freight & Insurance:**

14.1. Imports: In case of imports the freight & insurance will be paid by IISER, PUNE, as the consignments are shipped through the IISER, PUNE nominated freight forwarder (applicable only cases of FCA/FOB shipments).

14.2. Indigenous : The equipments to be supplied will be insured by the vendor against all risks of loss or damage from the date of shipment till such time it is delivered at IISER, PUNE site in case of Rupee transaction.

15. **Payment:** - **No advance payments are allowed under any circumstances.**

A) INDIGENIOUS

Payment will be made directly to the suppliers by RTGS/NEFT after receipt of the goods, tested /inspected and found satisfactory with regard to quality, quantity, and specifications ordered for and after satisfying that the terms and conditions of supply have been fulfilled.

B) IMPORT

Letter of Credit will be established for 100% order value excluding the Agency Commission due to the Indian Agents, 90% payment shall be made by a, against the presentation of original Shipping documents. Balance 10% will be released after completion of satisfactory installation, commissioning, demonstration of the whole system, after imparting training and upon receipt of Bank Guarantee for 10% of total Order value towards performance security to be valid for till warranty period from the date of installation.

OR

By Wire Transfer for 100% of the Purchase Order value on receipt of goods and completion of satisfactory installation, commissioning, demonstration of the whole system, after imparting training and on submission of 10% Security Deposit/PBG valid till warranty period.

The payment of local currency portion shall be payable in equivalent Indian Rupees, within 30 days after the receipt of the equipment in good condition and after satisfactory installation and commissioning and demonstration.

The Agency Commission to the Indian Agent will be paid in INR only after successful installation, commissioning and satisfactory demonstration and acceptance of the items ordered for by the end user.

16. **Penalty for delayed Services / LD:**

16.1. As time is the essence of the contract, Delivery period mentioned in the Purchase Order should be strictly adhered to. Otherwise the IISER will forfeit EMD/SD and also LD clause will be applicable /enforced.

16.2. If the supplier fails to Supply, Install and Commission the system as per specifications mentioned in the order within the due date, the Supplier is liable to pay liquidated damages of 2% of order value per every week of delay subject to a maximum of 10% beyond the due date. Such money will be deducted from any amount due or which may become due to the supplier.

16.3. IISER, PUNE reserves the right to cancel the order in case the delay is more than 5 weeks. Penalties, if any, will be deducted from the Security Deposit.

17. **Jurisdiction:**

The disputes, legal matters, court matters, if any, shall be subject to Pune Jurisdiction only.

18. **Comparison of Bids**

The Purchaser shall compare all substantially responsive bids to determine the lowest valued bid. his Institute is following and abide with the Public Procurement (Preference to Make in India), Order 2017, DIPP, MoCI Order No. P-45021/2/2017-B.E.II dated 15th June 2017 and subsequent amendments to the order. Accordingly preference will be given to the Make in India products while evaluating the bids, however, it is the sole responsibility of the bidder(s) to specify the product quoted by them is of Make in India product along with respective documentary evidence as stipulated in the aforesaid order in the technical bid itself.

19. **Force Majeure:**

The Supplier shall not be liable for forfeiture of its performance bank guarantee, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the IISER Pune either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the Supplier shall promptly notify the IISER Pune in writing of such conditions and the cause thereof. Unless otherwise directed by the IISER Pune in writing, the Supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

20. **Dispute Settlement:**

IISER Pune and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

If, after twenty-one (21) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the IISER Pune or the Supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods under the Contract.

The dispute settlement mechanism/arbitration proceedings shall be concluded as under:

- (a) In case of Dispute or difference arising between the IISER Pune and a domestic supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Indian Arbitration & Conciliation Act, 1996, the rules there under and any statutory modifications or re-enactments thereof shall apply to the arbitration proceedings. The dispute shall be referred to the Director IISER Pune, if he is unable/ unwilling to act, to the sole arbitration of some other person appointed by his willing to act as such Arbitrator. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to this order.
- (b) In the case of a dispute between the Purchase and a Foreign supplier, the dispute shall be settled by arbitration in accordance with provision of sub-clause (a) above. But if this is not acceptable to the supplier then the dispute shall be settled in accordance with provisions of UNCITRAL (United Nations Commission on International Trade Law) Arbitration Rules.

The venue of the arbitration shall be the place from where the purchase order or contract is issued.

Assistant Registrar (S&P)

**CHAPTER 4**  
**SCHEDULE OF REQUIREMENTS, SPECIFICATIONS & ALLIED TECHNICAL DETAILS**

Scope of Work:

Supply, Installation & Commissioning of UTM / Firewall Appliance (Hardware and Software) with software usage and support licenses for the period of three (3) Years.

The technical specifications of the product with services is detailed below:

<b>A. General Specifications</b>	
<b>Sr. No.</b>	<b>Specifications</b>
1	The proposed solution should have EAL4+ / ICSSA / West Coast Labs Checkmark certification/ NSS Recommendation
2	Product OEM should be ISO 9001-2015 Certified
3	Must have a 64-bit hardware platform
4	Must be based on Multi-core Parallel Processing Architecture with SSD storage having fault tolerant RAID Configuration
5	Minimum 04 nos. of 10/100/1000 Ethernet ports / Multigigabit ethernet Ports & 2SFP+ 1G / 10G and ports or better
6	Configurable Internal (LAN)/DMZ/WAN Ports
7	Fully Protected practical throughput (real-world / enterprise-mix traffic) of minimum 1.5 Gbps measured with Firewall, IPS, Web & Application Filtering, SSL / HTTPS traffic inspection, Anti-Virus etc. i.e. all the protective systems the device is capable of offering when turned 'ON'. OEM's claim must be supported by publicly available document to be submitted while bidding.
8	Should support SSL Inspection throughput of minimum 1.5 Gbps. OEM's claim must be supported by publicly available document to be submitted while bidding.
9	Minimum New connections/sec 2,40,000. OEM's claim must be supported by publicly available document to be submitted while bidding.
10	Minimum Concurrent Connections 80,00,000 (8 Million). OEM's claim must be supported by publicly available document to be submitted while bidding.
11	Unrestricted number of maximum licensed user Nodes
12	The Proposed entire solution should be fully redundant Active - Standby configuration. All necessary hardware and software units with service licenses forming the part of the solution is required to be fully redundant (except for log and reporting solution - only in case if the separate box for the purpose is quoted). All software / firmware realizations for the solution should be complemented by recommended hardware. Purely standalone software solutions which requires additional hardware (hardware - not being the part of BoQ submitted) will NOT be accepted. All the necessary hardware and software licenses are to be mandatorily included in the proposed solution. The bidder is required to provide all consumable spares like Optical Patch Cords, compatible SFP modules etc. along with supporting hardware like network switch etc for ISP termination to attain Active / Standby configuration of the proposed appliances. IISER Pune shall only facilitate the network termination on it's core switch.
13	All the devices forming the part of the solution should have at least (1+1) redundant power supply units.
14	AC power input: 180-240V

15	Security Subscriptions, Warranty and Support - 36 Months : OEM must provide 24X7 support. The Bidder / OEM is required to provide the mechanism for logging the support call along with the escalation matrix proposed. The technical bid should contain the documents detailing this information.
16	The OEM has to provide administrator level training and certification to at least two engineers of IISER Pune. The cost of training and certification (if any) is to be included in the price bid.
17	The proposed solution should be a standalone appliance with secured and hardened OS / Firmware.
18	All features should have equivalent support for IPV4 & IPV6, unless explicitly specified.
19	The proposed solution should provide on-appliance reports / dedicated reporting server with the storage capacity to preserve and retrieve system logs and reports for a minimum period of not less than 90 Days / upto storage of 2 TB (which ever is higher) with full logging capabilities invoked.
20	The appliance should generate audit trail and have secure interface to transfer it to the remote system / Syslog server.
21	The proposed solution (may or may not be a single unit / box solution) must work as a standalone IPS integrated Firewall, Anti-Virus, Anti-Spam, Content filtering, Web application Firewall (WAF) and Application Control and filtering. Option to enable / disable any service should be available.
22	The proposed solution must support User and Role based policy configuration for security and Internet bandwidth management.
23	The proposed solution should have provision to keep at least 2 firmwares, Automated firmware update notification with easy automated update process and roll-back features
24	Backup and restore configurations: locally, downloadable / uploadable through UI (browser); Backup periodicity on-demand, daily, weekly or monthly to FTP server / email.
25	The Proposed security appliance should be installed with the latest and stable firmware released by the OEM. The bidder is required to update the system upon the release of new firmware as and when required.
<b>B. Multiple ISP Support</b>	
<b>Sr. No.</b>	<b>Specifications</b>
1	The proposed solution should support load balancing & failover for at least 3 ISP backhaul connections.
2	The proposed solution should support explicit routing based on Source, Destination, Username, Application and services.
3	The proposed solution should support weighted round robin algorithm for Load balancing across multiple ISP links.
4	The proposed solution should provide option to create failover condition on ICMP, TCP or UDP protocol to detect failed ISP connection.
5	The proposed solution should send alert email to admin on change of gateway status.
6	The proposed solution should have Active/Active (Round Robin) and Active/Passive gateway load balancing and failover support.
7	At least three DNS servers should be configurable for the purpose. The device should be itself capable of resolving DNS queries.

<b>C. Administration, Authentication and Configuration</b>	
<b>Sr. No.</b>	<b>Specifications</b>
1	The proposed solution should support administration via secured communication over HTTPS, SSH and from Console.
2	The proposed solution should be able to export and import configuration backup including user objects and all the other configurations.
3	The proposed solution should support Route (Layer 3)/transparent mode (Layer 2).
4	The proposed solution should support integration with Active Directory,LDAP, Radius or Local Database for user authentication.
5	The proposed solution must support SSL/TLS connections to LDAP/Active Directory servers.
6	The proposed solution must support automatic transparent Single Sign on (ASSO) for user authentication. It should support all applications for authentication.
7	The proposed solution should provide bandwidth utilization graph on daily, weekly or monthly basis for total or individual ISP link / Port utilization.
8	The proposed solution should provide real time data transfer/bandwidth utilization done by individual user/IP/application.
9	The proposed solution should provide real time monitoring of connections by individual user/IP/application.
10	The proposed solution should be capable of providing configurable user based quota policy (Data usage policy).
11	The proposed solution should support NTP.
12	The proposed solution should support User/IP binding functionality to restrict username/groups with specific IP address/subnets at policy level for security reason.
13	The proposed solution should support configurable session time out & Idle time out facility to forcefully logout the users.
14	The proposed solution should support SNMP v2c & v3.
15	The proposed solution must be firmware based instead of normal software with capability to keep at least two (2) firmware instant roll back without any loss of configurations.
16	The proposed solution must provide flexible, granular role-based GUI administration with multiple administrators & Separation of duties should be supported. Config conflict should be avoided when multiple administrators works together. There should be a possibility to create users with only permissions to create guest user logins individually / or in bulk.
17	The validity of the guest users created should have configurable validity from date of creation / date of first use.
18	The proposed solution should support policy-based routing.
19	The proposed solution must provide customizable administrator password settings.
20	The device(s) should retain all configuration data, policy data, and locally logged data once it has been restored to operation following power failure and restart.
21	The device should be capable of providing configurably filtered dump of data packets captured from the various interfaces in .pcap or equivalent format so that they can be analysed with wireshark for troubleshooting.

<b>D. Gateway Antivirus</b>	
<b>Sr. No.</b>	<b>Specifications</b>
1	The proposed solution should have an integrated Anti-Virus solution
2	The proposed solution should support configurable scanning for SMTP, POP3, IMAP, FTP, HTTP, and FTP over HTTP protocols.
3	The basic virus signature database of proposed solution should comprise complete wild list signatures and variants as well as malware like Phishing, spyware.
4	The proposed solution must support on appliance quarantined facility and also personalized user based quarantine area / filterable user based quarantine area .
5	The proposed solution should support multiple anti-virus policy for sender/recipient email address or address group for notification setting, quarantine setting & file extension setting instead of single blanket policy
6	The proposed solution should update the signature database at a frequency of less than 24 hour & it should also support manual update.
7	For POP3 & IMAP traffic, the proposed system should strip the virus infected attachment & send notification to recipient & Admin.
8	The proposed solution should scan http traffic based on username, source/destination IP address or URL based regular expression.
9	The proposed solution should provide option to bypass scanning for specific HTTP traffic.
10	The proposed solution must support sandbox based inspection and protection of unknown viruses and malware maintained in self updating database.
11	The Antivirus signatures should be regularly updated automatically.
12	Solution should support Blocking DNS resolution to the known Botnet Command and control addresses supported by self updating database.
<b>E. Web and Application Filter</b>	
<b>Sr. No.</b>	<b>Specifications</b>
1	The proposed solution must have following features inbuilt a. Should able to block HTTPS based URLs with the help of Certificates. b. Should able to block URL based on regular expression c. Should support exclusion list based on regular expression d. Must have support to block any HTTP Upload traffic. e. Should able to block google cached websites on based of category. f. Should able to block websites hosted on Akamai. g. Should able to identify & block requests coming from behind proxy server on the base of username & IP address. h. Should able to identify & block URL translation request
2	The proposed solution should provide option to customize Access denied message for each category.



3	The proposed solution should be able to identify traffic based on Productive, Neutral, unhealthy & non-working websites as specified by admin.
4	The proposed solution should have specific categories that would reduce employee productivity, bandwidth choking sites and malicious websites.
5	The proposed solution should be able to generate reports based on username, IP address, URL, groups, categories & category type. The proposed solution should support search criteria in reports to find the relevant data.
6	The proposed solution should support creation of cyclic policy on Daily/Weekly/Monthly/Yearly basis for internet access on individual users also with group of users.
7	The proposed solution should support creation of internet access time policy for individual users and on user group basis.
8	The proposed solution should support creation of cyclic data transfer policy on Daily/weekly/Monthly/yearly basis for individual user and on user groups.
9	The proposed solution should have integrated bandwidth management.
10	The proposed solution should be able to set guaranteed and burstable bandwidth per User/group of User/IP/Application/ FQDN on individual or shared basis
11	The proposed solution should provide option to set different level of priority for critical application.
12	The proposed solution must provide web category based / Application based bandwidth management and prioritization.
13	The proposed solution must support Application-based Bandwidth Management, which allows the administrator to create applicationbased bandwidth policies.
14	Should control popular IM/Peer to Peer (P2P) applications regardless of port/protocol.
15	The solution should provide Keyword based configurable search restriction for various search engines (including google search) at the level of firewall rules.
16	The solution should be capable of providing details of live connections Application wise / user wise / Source and Destination IP wise at any given instance.
17	The Solution should support DNS-based web filtering based on the domain rating.
18	The solution should provide prevention against malware hosting URL, Prevention against risky web2.0 apps
19	It should be capable of controlling application like VPN anonymizers (browser and client based VPN applications), TOR etc.

**F. Anti-Spam**

<b>Sr. No.</b>	<b>Specifications</b>
1	The proposed solution should have an integrated Anti-Spam solution atleast for outbound spam protection .
2	The proposed solution should have configurable policy options to select what traffic to scan for spam.
3	The proposed solution should support spam scanning for SMTP, POP3, and IMAP.
4	The proposed solution should support RBL database for spam detection.
5	The proposed solution must support on appliance quarantined facility and also personalized user based quarantine area with outbound email release option

6	The proposed solution should support real time spam detection & also supports proactive virus detection technology which detects and blocks the new outbreaks immediately and accurately
7	The proposed solution should provide historical reports based on username, IP address, Sender, Recipient & spam category (if applicable) of all outbound mails
8	The proposed solution must save bandwidth by blocking spam messages at gateway level itself without downloading the message using advanced IP Reputation Filtering feature.
<b>G. VPN Connectivity</b>	
<b>Sr. No.</b>	<b>Specifications</b>
1	The proposed solution should support export facility of Client-to-site configuration for hassle free VPN configuration in remote Laptop/Desktop.
2	The proposed solution should support external certificate authorities.
3	The proposed solution should support local certificate authority & should support create/renew/Delete self-signed certificate.
4	The solution should be capable of providing L2TP, SSL, PPTP and IPSec connection.
5	The proposed solution must provide on appliance SSL-VPN solution. Solution should provide per user / group SSL-VPN access (Must be free license for unlimited users)
6	The proposed solution must support VPN client from Apple iOS, Windows O.S. / mobile and Android.
7	1000 or above concurrent VPN connections
8	The VPN Users should possibly be authenticated using LDAP, Microsoft AD and local database.
<b>H. Logging and Reporting</b>	
<b>Sr. No.</b>	<b>Specifications</b>
1	The proposed solution should forward logging information of all modules to syslog servers.
2	The proposed solution should have configurable option for email alerts/automated Report scheduling.
3	The proposed solution should be able to provide detailed reports about all mails passing through the firewall.
4	The proposed solution should provide reports for all blocked attempts done by users/Ip-address.
5	The proposed inbuilt reporting solution should be capable to do the forensic analysis to help organizations reconstruct the sequence of events that occurred at the time of security breach through logs and reports.
6	The log & reporting system must provide a means of viewing, sorting, filtering and managing the log data.
7	The proposed solution should provide data transfer reports on the basis of application, username and IP address.
8	The proposed solution should support auditing facilities to track all activity carried out on the appliance.
9	The proposed solution should provide reports for all blocked attempts by users/IP addresses.

10	The proposed solution must be capable of providing Multiple Dashboard Report, along with the facility to customize the dashboards.
11	Logging & reporting must be done either using software or additional logging appliance. The cost must be included in the UTM solution. (Note: If vendor is proposing the syslog, compatible hardware and software cost must be included with license)
12	The logs and reports retained in the system for monitoring should be configurable for auto purging (configurably old).
13	Audit Log: Any configurational changes or commands issued by an authenticated user should be logged to a database of the system. The audit log should contain exact details of which value was changed, what was the previous value and what is the new value after change.
14	The Firewall must provide a minimum basic statistics about the health of the firewall and the amount of traffic traversing the firewall.
15	Solution must provide hits against firewall rules to provide usability and information on utilization of rules in access Policy. A particular firewall connection should be traceable to a particular firewall rule, invoked application filter and web filter profile. This can also be used for troubleshooting.
16	It should provide clear indications / Reports that highlight regulations with serious indications of potential breaches with respect to Access Policies, Intrusion, Malwares, BOT, URL, Applications etc. detailed IP Wise / User Wise.
17	Management framework and monitoring solution should have option to monitor compliance status of the Threat Prevention devices in the real time. It is expected, the network solution to provide real-time and continuous assessment of configuration framework and reporting inline with the documentation of ISO / IEC 27001:2013

#### **I. Firewall**

<b>Sr. No.</b>	<b>Specifications</b>
1	The proposed solution should support stateful inspection with sessions identified by usernames, and in the presence of dynamic NAT and PAT.
2	Firewall should support NAT, PAT, Nat66 (IPv6-to-IPv6) or equivalent functionality from day1
3	The proposed solution should facilitate the application of UTM policies related to AV/AS, IPS, content filtering, bandwidth policy and policy-based routing decisions on the firewall rule itself.
4	The proposed solution should have predefined applications based on port/signature and also should support creation of custom applications based on port/protocol number.
5	The proposed solution must support all IPv6 configuration on GUI.
6	The proposed solution must support DNSv6.
7	The proposed solution must support DoS protection against IPv6 / IPv4 attacks.
8	The proposed solution must support spoof prevention on IPv6.
9	The device should be capable of natting an external IP address to at least two internal hosts / IP addresses in Active - Standby Mode and load balancing.
10	The proposed solution should use User Identity as a matching criterion along with Source/Destination IP/Subnet/group/port in firewall rules.
11	It should support traffic shapping, QoS per IP, maximum and guaranteed bandwidth, max number of concurrent session per IP.

12	Should have feature of captive portal for user authentication (configurable for user /user groups) upto user login of 3000 plus user at a time.
13	There should be a configurable restriction to the number of devices services through a given username. It should also be possible to tear down all the authenticated connection against a particular user.
14	UDP/ TCP packet storm control from / to a given host with intelligibly configurable or adaptively configured limits. Possibility to include / exclude ports /services from the defined packet storm limits.
15	The System should not throttle legitimate RTP Voice and Video traffic of Video conferencing hardware appliances and applications like skype, Zoom VC, Cisco Web-ex etc.
16	The Firewall logs must contain information about the firewall policy rule that triggered the log.

**J. Intrusion Prevention System (IPS)**

<b>Sr. No.</b>	<b>Specifications</b>
1	IPS licenses must be included in the solution.
2	Should have a built-in Signature and Anomaly based IPS engine or on a separate unit provided. The cost of this additional unit must be included in the UTM solution (if any).
3	The solution should provide user /IP level blocking of the services / sessions.
4	The IPS detection methodologies should consist of: a) Signature based detection using real time updated database b) Anomaly based detection that is based on thresholds
5	Should have the capability to inspect SSL traffic. The SSL inspection throughput should not be less than 1.5 Gbps
6	IPS solution should have capability to protect against Denial of Service (DoS) attacks. Should have flexibility to configure threshold values for each of the anomaly. DoS protection should be applied and attacks stopped before firewall policy look-ups.
7	IPS solution should support Rate Based Signatures to prevent Brute Force Attacks. This functionality should be separate from basic DoS policies and should support specific rate-based signatures to prevent attacks such as like FTP Login, RDP Login, Telnet/SSH Login Brute Force Attacks.

**K. Web Application Firewall (WAF)**

<b>Sr. No.</b>	<b>Specifications</b>
1	WAF license must be included. Solution should have in built WAF or on a separate unit provided. The cost of this additional unit must be included in the UTM solution (if any).
2	WAF solution should protect against OWASP top 10 threats, application vulnerabilities, and zero-day attacks at any given point of time
3	Web application firewall should be designed to watch, inspect and respond to HTTP/S traffic.
4	Solution should support SSL Offloading to increase performance of published web services and protect the webserver from application vulnerabilities, zero-day attacks, DoS attacks .
5	WAF should be capable of protecting the hosted web servers serving HTTPS connections (WAN -> DMZ)

6	It should be capable of providing served URL hardening and directory traversal prevention.
7	It should be capable of preventing information leakage by cleaning the outgoing pages for error messages, comments, undesirable information.
8	It should be capable of performing Data validation to prevent Code injection, Command injection, SQL injection, Cross-site tracing and Cross-site scripting.
9	It should have a capability of SSL offloading (HTTPS)

Additional details for Dimensioning:

1. IISER Pune is hosting it's own Web-server and webmail server within the campus.
2. The mail server holds approximately 600 active e-mail user accounts at any given point of time. The proposed solution to cater 1000 e-mail accounts with no additional licensing or any other cost implications to IISER Pune. The peak mail traffic per hour output of the mail server is typically around 2,500 mails / hour.
3. The proposed solution should support load balancing & failover for at least 3 ISP backhaul connections (Maximum of 1 Gbps each) all served through Single mode Fiber Optic connectivity. The proposed solution should include switches, SFP Modules, patch-cords etc. to meet these connection requirements.
4. The proposed deployment shall be connected to the core switch (Active/Standby configuration).

**CHAPTER-5 PRICE SCHEDULE**

The Bill of materials must be included in the technical offer as well as commercial offer. **However the Technical offer should not contain any price information.**

**PRICE SCHEDULE FOR GOODS - FOREIGN CURRENCY**

Name of the Bidder \_\_\_\_\_

Tender No. \_\_\_\_\_

1	2	3	4	5	6		7		8		9
SI No	Item Description	HSN Code	Unit	Qty	Unit Price		Total price (5x6)		Charges for Insurance & transportation to port/ place of destination		Total Price (7+8)
					FOB (named port of shipment)	FCA (named place of delivery)	FOB (named port of shipment)	FCA (named place of delivery)	Ocean	Air	CIF
1											
2											
3											

Total Bid price in foreign Currency \_\_\_\_\_ in words.

Signature of Bidder :

Name :

Business Address :

**Note:**

The Bidder may add rows as per requirement to include the prices of all Components/Parts, Warranties, Installation etc. whichever applicable.

- (a) Indian agents name & address \_\_\_\_\_
- (b) Installation, commissioning & training charges, if any \_\_\_\_\_
- (c) Cost of Spares \_\_\_\_\_
- (d) The Indian agent's commission shall paid in Indian Rupees only based on the Exchange Rate prevailing on the date of negotiation of documents.
- (e) The cost of optional items shall be indicated separately.

**PRICE SCHEDULE FOR GOODS –INR**

Name of the Bidder \_\_\_\_\_

Tender No. \_\_\_\_\_

1	2	3	4	5	6	7	8	9	10	11	12
Sl. No.	Item Description	Country of Origin	Qty	Unit	Ex-Works. Ex-Warehouse, Ex-show room off the shelf price (inclusive of tax already paid)	Total price	GST payable, if contract is awarded	Packing & forwarding up to station of dispatch, if any	Charges of inland transportation, insurance up to Institute	Installation, Commissioning & training charges, If any.	Gross Total(FOR)
						Ex-Works. Ex-Warehouse, Ex-show room off the shelf price (inclusive of tax already paid) 4x6					
1											
2											
3											

Total Bid price in \_\_\_\_\_ in words.

**Signature of Bidder :**

**Name :**

**Note:**

The cost of optional items shall be indicated separately.

The bidder may add rows to include the prices of all components & warranties, installation etc. whichever applicable.

(a)Cost of spares \_\_\_\_\_

(b)Warranty if being charged include in BoQ



FORMAT/QUESTIONNAIR FOR COMPLIANCE OF TERMS AND CONDITIONS

Tender No.: \_\_\_\_\_

Due Date \_\_\_\_\_

**NOTE:**

1. Quotation will not be considered without submission of this format.
2. If a particular question is not at all applicable please write NA in compliance part in Col. No. 4 below.
3. Kindly see the relevant terms & conditions of the tender document in each question before replying to the questions mentioned in Col. 2 below).

SNo	Terms & condition of Tender document	Whether acceptable (say ‘Yes’ or ‘No’ (preferably use different colour ink for ‘No’)	Deviation from tender terms, if any, with reasons for noncompliance or alternative condition quoted for
1	2	3	4
1	a.) Whether quotation is direct from Principal supplier/manufacturer or their own office in India (Please specify)		
	b) Whether quotation is being submitted by Indian Agent/authorized distributor/ dealer		
	c) Whether the agent is registered with NSIC/MSME		

SNo	Terms & condition of Tender document	Whether acceptable (say 'Yes' or 'No' preferably use different colour ink for 'No')	Deviation from tender terms, if any, with reasons for noncompliance or alternative condition quoted for
2	Whether techno-commercial Bid contains EMD, technical literature/leaflets, detailed specifications & commercial terms & conditions etc. as applicable.		
3	a) Whether the required Scanned copy of Tender Fee & EMD is being submitted with the quotation		
	b) Please specify the form of EMD whether in the form of DD/bank guarantee or TDR/FDR (Please mention No., date & amount of EMD documents.) or Bid Security Format at Annexure –'C'		
4	a. If the prices are on Ex-Works basis or FOB (names port of shipment ) or FCA (named place of delivery abroad)		
	b. Whether specific amounts or percentage of expenses like packing, forwarding, handling, freight, insurance, documentation etc. have been mentioned in quotation separately in clear terms.		
5	a) Whether prevailing rates of sales tax, excise duty & other govt. levies (for indigenous supplies) have been given in quotation		

SNo	Terms & condition of Tender document	Whether acceptable (say 'Yes' or 'No' preferably use different colour ink for 'No')	Deviation from tender terms, if any, with reasons for noncompliance or alternative condition quoted for
6	Have you mentioned the validity period of the quotation as per our requirements		
7	a) Whether the Price reasonability Certificate is submitted with quotation		
	b) Whether copies of last one supply orders of the similar item from other customers have been attached with the quotation		
8	Whether rates/amount of AMC after the warranty period is over has been mentioned		
9	Have you gone through the specification Clause & complied with the same		
10	Whether the Make/Brand, Model number and name of manufacturer has been mentioned in the quotation and Printed technical literature/ leaflets of quoted items have been submitted		
11	Whether compliance statement of specifications has been attached with the quotation.		
12	a) Whether the delivery period for supply of the items has been mentioned		

SNo	Terms & condition of Tender document	Whether acceptable (say 'Yes' or 'No' preferably use different colour ink for 'No')	Deviation from tender terms, if any, with reasons for noncompliance or alternative condition quoted for
	b) Whether mode of delivery & tentative size & weight of the consignment has also been indicated		
13	Do you agree to the submission of Performance Bank Guarantee and have you mentioned in your quotation about this.		
14	a) Do you agree with the payment terms for indigenous supplies?		No deviation permitted
	b) Do you agree with the payment terms for imports supplies?		
15	Do you agree about the date of commencement of warranty period & its extension is necessary.		
16	a) Who will install/commission and demonstrate the equipment <b>at IISER Pune, FREE OF COST.</b>		
	b) Will you be able to do it within a month		
17	Have you mentioned the guarantee/warranty period in your quotation and do you agree with guarantee clause?		
18	Spare parts		
19	After Sales service		

SNo	Terms & condition of Tender document	Whether acceptable (say 'Yes' or 'No' preferably use different colour ink for 'No')	Deviation from tender terms, if any, with reasons for noncompliance or alternative condition quoted for
20	a) Do you agree that on receipt of material in damaged condition or short supply you will replace the same on CIF basis, free of cost pending the settlement of the insurance claim?		
	b) Do you agree with the clause of physical inspection?		
21	Whether list of specific user's for the same item & model as quoted along-with performance certificates from the users is submitted with offer		
22	Whether you agree to the penalty clause for late delivery & installation?		
23	Whether training to our scientist/technical person <b>will be given free of cost.</b>		
24	a) Whether all the pages have been page numbered?		
	b) Whether quotation has been signed and designation & name of signatory mentioned.		

**FORMAT OF COMPLIANCE STATEMENT OF SPECIFICATIONS**

<b>A. General Specifications</b>			
<b>Sr. No.</b>	<b>Specifications</b>	<b>Compliance only specify "YES" Or "NO"</b>	<b>Deviation, if any, to be indicated in unambiguous terms with supporting technical literature</b>
1	The proposed solution should have EAL4+ / ICASA / West Coast Labs Checkmark certification/ NSS Recommendation		
2	Product OEM should be ISO 9001-2015 Certified		
3	Must have a 64-bit hardware platform		
4	Must be based on Multi-core Parallel Processing Architecture with SSD storage having fault tolerant RAID Configuration		
5	Minimum 04 nos. of 10/100/1000 Ethernet ports / Multigigabit ethernet Ports & 2SFP+ 1G / 10G and ports or better		
6	Configurable Internal (LAN)/DMZ/WAN Ports		
7	Fully Protected practical throughput (real-world / enterprise-mix traffic) of minimum 1.5 Gbps measured with Firewall, IPS, Web & Application Filtering, SSL / HTTPS traffic inspection, Anti-Virus etc. i.e. all the protective systems the device is capable of offering when turned 'ON'. OEM's claim must be supported by publicly available document to be submitted while bidding.		
8	Should support SSL Inspection throughput of minimum 1.5 Gbps. OEM's claim must be supported by publicly available document to be submitted while bidding.		
9	Minimum New connections/sec 2,40,000. OEM's claim must be supported by publicly available document to be submitted while bidding.		
10	Minimum Concurrent Connections 80,00,000 (8 Million). OEM's claim must be supported by publicly available document to be submitted while bidding.		
11	Unrestricted number of maximum licensed user Nodes		

12	The Proposed entire solution should be fully redundant Active - Standby configuration. All necessary hardware and software units with service licenses forming the part of the solution is required to be fully redundant (except for log and reporting solution - only in case if the separate box for the purpose is quoted). All software / firmware realizations for the solution should be complemented by recommended hardware. Purely standalone software solutions which requires additional hardware (hardware - not being the part of BoQ submitted) will NOT be accepted. All the necessary hardware and software licenses are to be mandatorily included in the proposed solution. The bidder is required to provide all consumable spares like Optical Patch Cords, compatible SFP modules etc. along with supporting hardware like network switch etc for ISP termination to attain Active / Standby configuration of the proposed appliances. IISER Pune shall only facilitate the network termination on it's core switch.		
13	All the devices forming the part of the solution should have at least (1+1) redundant power supply units.		
14	AC power input: 180-240V		
15	Security Subscriptions, Warranty and Support - 36 Months : OEM must provide 24X7 support. The Bidder / OEM is required to provide the mechanism for logging the support call along with the escalation matrix proposed. The technical bid should contain the documents detailing this information.		
16	The OEM has to provide administrator level training and certification to at least two engineers of IISER Pune. The cost of training and certification (if any) is to be included in the price bid.		
17	The proposed solution should be a standalone appliance with secured and hardened OS / Firmware.		
18	All features should have equivalent support for IPV4 & IPV6, unless explicitly specified.		
19	The proposed solution should provide on-appliance reports / dedicated reporting server with the storage capacity to preserve and retrieve system logs and reports for a minimum period of not less than 90 Days / upto storage of 2 TB (which ever is higher) with full logging capabilities invoked.		
20	The appliance should generate audit trail and have secure interface to transfer it to the remote system / Syslog server.		
21	The proposed solution (may or may not be a single unit / box solution) must work as a standalone IPS integrated Firewall, Anti-Virus, Anti-Spam, Content filtering, Web application Firewall (WAF) and Application Control and filtering. Option to enable / disable any service should be available.		
22	The proposed solution must support User and Role based policy configuration for security and Internet bandwidth		

	management.		
23	The proposed solution should have provision to keep at least 2 firmwares, Automated firmware update notification with easy automated update process and roll-back features		
24	Backup and restore configurations: locally, downloadable / uploadable through UI (browser); Backup periodicity on-demand, daily, weekly or monthly to FTP server / email.		
25	The Proposed security appliance should be installed with the latest and stable firmware released by the OEM. The bidder is required to update the system upon the release of new firmware as and when required.		

<b>B. Multiple ISP Support</b>			
<b>Sr. No.</b>	<b>Specifications</b>	<b>Compliance only specify "YES" Or "NO"</b>	<b>Deviation, if any, to be indicated in unambiguous terms with supporting technical literature</b>
1	The proposed solution should support load balancing & failover for at least 3 ISP backhaul connections.		
2	The proposed solution should support explicit routing based on Source, Destination, Username, Application and services.		
3	The proposed solution should support weighted round robin algorithm for Load balancing across multiple ISP links.		
4	The proposed solution should provide option to create failover condition on ICMP, TCP or UDP protocol to detect failed ISP connection.		
5	The proposed solution should send alert email to admin on change of gateway status.		
6	The proposed solution should have Active/Active (Round Robin) and Active/Passive gateway load balancing and failover support.		
7	At least three DNS servers should be configurable for the purpose. The device should be itself capable of resolving DNS queries.		

<b>C. Administration, Authentication and Configuration</b>			
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Sr. No.	Specifications	Compliance only specify "YES" Or "NO"	Deviation, if any, to be indicated in unambiguous terms with supporting technical literature
1	The proposed solution should support administration via secured communication over HTTPS, SSH and from Console.		
2	The proposed solution should be able to export and import configuration backup including user objects and all the other configurations.		
3	The proposed solution should support Route (Layer 3)/transparent mode (Layer 2).		
4	The proposed solution should support integration with Active Directory,LDAP, Radius or Local Database for user authentication.		
5	The proposed solution must support SSL/TLS connections to LDAP/Active Directory servers.		
6	The proposed solution must support automatic transparent Single Sign on (ASSO) for user authentication. It should support all applications for authentication.		
7	The proposed solution should provide bandwidth utilization graph on daily, weekly or monthly basis for total or individual ISP link / Port utilization.		
8	The proposed solution should provide real time data transfer/bandwidth utilization done by individual user/IP/application.		
9	The proposed solution should provide real time monitoring of connections by individual user/IP/application.		
10	The proposed solution should be capable of providing configurable user based quota policy (Data usage policy).		
11	The proposed solution should support NTP.		
12	The proposed solution should support User/IP binding functionality to restrict username/groups with specific IP address/subnets at policy level for security reason.		
13	The proposed solution should support configurable session time out & Idle time out facility to forcefully logout the users.		
14	The proposed solution should support SNMP v2c & v3.		
15	The proposed solution must be firmware based instead of normal software with capability to keep at least two (2) firmware instant roll back without any loss of configurations.		
16	The proposed solution must provide flexible, granular role-based GUI administration with multiple administrators & Separation of duties should be supported. Config conflict should be avoided when multiple administrators works together. There should be a possibility to create users with only permissions to create guest user logins individually / or		

	in bulk.		
17	The validity of the guest users created should have configurable validity from date of creation / date of first use.		
18	The proposed solution should support policy-based routing.		
19	The proposed solution must provide customizable administrator password settings.		
20	The device(s) should retain all configuration data, policy data, and locally logged data once it has been restored to operation following power failure and restart.		
21	The device should be capable of providing configurably filtered dump of data packets captured from the various interfaces in .pcap or equivalent format so that they can be analysed with wireshark for troubleshooting.		

<b>D. Gateway Antivirus</b>			
<b>Sr. No.</b>	<b>Specifications</b>	<b>Compliance only specify "YES" Or "NO"</b>	<b>Deviation, if any, to be indicated in unambiguous terms with supporting technical literature</b>
1	The proposed solution should have an integrated Anti-Virus solution		
2	The proposed solution should support configurable scanning for SMTP, POP3, IMAP, FTP, HTTP, and FTP over HTTP protocols.		
3	The basic virus signature database of proposed solution should comprise complete wild list signatures and variants as well as malware like Phishing, spyware.		
4	The proposed solution must support on appliance quarantined facility and also personalized user based quarantine area / filterable user based quarantine area .		
5	The proposed solution should support multiple anti-virus policy for sender/recipient email address or address group for notification setting, quarantine setting & file extension setting instead of single blanket policy		
6	The proposed solution should update the signature database at a frequency of less than 24 hour & it should also support manual update.		
7	For POP3 & IMAP traffic, the proposed system should strip the virus infected attachment & send notification to recipient & Admin.		
8	The proposed solution should scan http traffic based on username, source/destination IP address or URL based regular expression.		

9	The proposed solution should provide option to bypass scanning for specific HTTP traffic.		
10	The proposed solution must support sandbox based inspection and protection of unknown viruses and malware maintained in self updating database.		
11	The Antivirus signatures should be regularly updated automatically.		
12	Solution should support Blocking DNS resolution to the known Botnet Command and control addresses supported by self updating database.		

<b>E. Web and Application Filter</b>			
<b>Sr. No.</b>	<b>Specifications</b>	<b>Compliance only specify "YES" Or "NO"</b>	<b>Deviation, if any, to be indicated in unambiguous terms with supporting technical literature</b>
1	The proposed solution must have following features inbuilt a. Should able to block HTTPS based URLs with the help of Certificates. b. Should able to block URL based on regular expression c. Should support exclusion list based on regular expression d. Must have support to block any HTTP Upload traffic. e. Should able to block google cached websites on based of category. f. Should able to block websites hosted on Akamai. g. Should able to identify & block requests coming from behind proxy server on the base of username & IP address. h. Should able to identify & block URL translation request		
2	The proposed solution should provide option to customize Access denied message for each category.		
3	The proposed solution should be able to identify traffic based on Productive, Neutral, unhealthy & non-working websites as specified by admin.		
4	The proposed solution should have specific categories that would reduce employee productivity, bandwidth choking sites and malicious websites.		
5	The proposed solution should able to generate reports based on username, IP address, URL, groups, categories & category type. The proposed solution should support search criteria in reports to find the relevant data.		
6	The proposed solution should support creation of cyclic policy on Daily/Weekly/Monthly/Yearly basis for internet access on individual users also with group of users.		
7	The proposed solution should support creation of internet access time policy for individual users and on user group basis.		

8	The proposed solution should support creation of cyclic data transfer policy on Daily/weekly/Monthly/yearly basis for individual user and on user groups.		
9	The proposed solution should have integrated bandwidth management.		
10	The proposed solution should able to set guaranteed and burstable bandwidth per User/group of User/IP/Application/FQDN on individual or shared basis		
11	The proposed solution should provide option to set different level of priority for critical application.		
12	The proposed solution must provide web category based / Application based bandwidth management and prioritization.		
13	The proposed solution must support Application-based Bandwidth Management, which allows the administrator to create applicationbased bandwidth policies.		
14	Should control popular IM/Peer to Peer (P2P) applications regardless of port/protocol.		
15	The solution should provide Keyword based configurable search restriction for varous search engines (including google search) at the level of firewall rules.		
16	The solution should be capable of providing details of live connections Application wise / user wise / Source and Destination IP wise at any given instance.		
17	The Solution should support DNS-based web filtering based on the domain rating.		
18	The solution should provide prevention against malware hosting URL, Prevention against risky web2.0 apps		
19	It should be capable of controlling application like VPN anonymizers (browser and client based VPN applications), TOR etc.		

<b>F. Anti-Spam</b>			
<b>Sr. No.</b>	<b>Specifications</b>	<b>Compliance only specify "YES" Or "NO"</b>	<b>Deviation, if any, to be indicated in unambiguous terms with supporting technical literature</b>
1	The proposed solution should have an integrated Anti-Spam solution atleast for outbound spam protection .		
2	The proposed solution should have configurable policy options to select what traffic to scan for spam.		
3	The proposed solution should support spam scanning for SMTP, POP3, and IMAP.		
4	The proposed solution should support RBL database for spam detection.		

5	The proposed solution must support on appliance quarantined facility and also personalized user based quarantine area with outbound email release option		
6	The proposed solution should support real time spam detection & also supports proactive virus detection technology which detects and blocks the new outbreaks immediately and accurately		
7	The proposed solution should provide historical reports based on username, IP address, Sender, Recipient & spam category (if applicable) of all outbound mails		
8	The proposed solution must save bandwidth by blocking spam messages at gateway level itself without downloading the message using advanced IP Reputation Filtering feature.		

<b>G. VPN Connectivity</b>			
<b>Sr. No.</b>	<b>Specifications</b>	<b>Compliance only specify "YES" Or "NO"</b>	<b>Deviation, if any, to be indicated in unambiguous terms with supporting technical literature</b>
1	The proposed solution should support export facility of Client-to-site configuration for hassle free VPN configuration in remote Laptop/Desktop.		
2	The proposed solution should support external certificate authorities.		
3	The proposed solution should support local certificate authority & should support create/renew/Delete self-signed certificate.		
4	The solution should be capable of providing L2TP, SSL, PPTP and IPSec connection.		
5	The proposed solution must provide on appliance SSL-VPN solution. Solution should provide per user / group SSL-VPN access (Must be free license for unlimited users)		
6	The proposed solution must support VPN client from Apple iOS, Windows O.S. / mobile and Android.		
7	1000 or above concurrent VPN connections		
8	The VPN Users should possibly be authenticated using LDAP, Microsoft AD and local database.		

<b>H. Logging and Reporting</b>			
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Sr. No.	Specifications	Compliance only specify "YES" Or "NO"	Deviation, if any, to be indicated in unambiguous terms with supporting technical literature
1	The proposed solution should forward logging information of all modules to syslog servers.		
2	The proposed solution should have configurable option for email alerts/automated Report scheduling.		
3	The proposed solution should be able to provide detailed reports about all mails passing through the firewall.		
4	The proposed solution should provide reports for all blocked attempts done by users/Ip-address.		
5	The proposed inbuilt reporting solution should be capable to do the forensic analysis to help organizations reconstruct the sequence of events that occurred at the time of security breach through logs and reports.		
6	The log & reporting system must provide a means of viewing, sorting, filtering and managing the log data.		
7	The proposed solution should provide data transfer reports on the basis of application, username and IP address.		
8	The proposed solution should support auditing facilities to track all activity carried out on the appliance.		
9	The proposed solution should provide reports for all blocked attempts by users/IP addresses.		
10	The proposed solution must be capable of providing Multiple Dashboard Report, along with the facility to customize the dashboards.		
11	Logging & reporting must be done either using software or additional logging appliance. The cost must be included in the UTM solution. (Note: If vendor is proposing the syslog, compatible hardware and software cost must be included with license)		
12	The logs and reports retained in the system for monitoring should be configurable for auto purging (configurably old).		
13	Audit Log: Any configurational changes or commands issued by an authenticated user should be logged to a database of the system. The audit log should contain exact details of which value was changed, what was the previous value and what is the new value after change.		
14	The Firewall must provide a minimum basic statistics about the health of the firewall and the amount of traffic traversing the firewall.		
15	Solution must provide hits against firewall rules to provide usability and information on utilization of rules in access Policy. A particular firewall connection should be traceable to a particular firewall rule, invoked application filter and		

	web filter profile. This can also be used for troubleshooting.		
16	It should provide clear indications / Reports that highlight regulations with serious indications of potential breaches with respect to Access Policies, Intrusion, Malwares, BOT, URL, Applications etc. detailed IP Wise / User Wise.		
17	Management framework and monitoring solution should have option to monitor compliance status of the Threat Prevention devices in the real time. It is expected, the network solution to provide real-time and continuous assessment of configuration framework and reporting inline with the documentation of ISO / IEC 27001:2013		

<b>I. Firewall</b>			
<b>Sr. No.</b>	<b>Specifications</b>	<b>Compliance only specify "YES" Or "NO"</b>	<b>Deviation, if any, to be indicated in unambiguous terms with supporting technical literature</b>
1	The proposed solution should support stateful inspection with sessions identified by usernames, and in the presence of dynamic NAT and PAT.		
2	Firewall should support NAT, PAT, Nat66 (IPv6-to-IPv6) or equivalent functionality from day1		
3	The proposed solution should facilitate the application of UTM policies related to AV/AS, IPS, content filtering, bandwidth policy and policy-based routing decisions on the firewall rule itself.		
4	The proposed solution should have predefined applications based on port/signature and also should support creation of custom applications based on port/protocol number.		
5	The proposed solution must support all IPv6 configuration on GUI.		
6	The proposed solution must support DNSv6.		
7	The proposed solution must support DoS protection against IPv6 / IPv4 attacks.		
8	The proposed solution must support spoof prevention on IPv6.		
9	The device should be capable of natting an external IP address to at least two internal hosts / IP addresses in Active - Standby Mode and load balancing.		
10	The proposed solution should use User Identity as a matching criterion along with Source/Destination IP/Subnet/group/port in firewall rules.		
11	It should support traffic shapping, QoS per IP, maximum and guaranteed bandwidth, max number of concurrent session per IP.		

12	Should have feature of captive portal for user authentication (configurable for user /user groups) upto user login of 3000 plus user at a time.		
13	There should be a configurable restriction to the number of devices services through a given username. It should also be possible to tear down all the authenticated connection against a particular user.		
14	UDP/ TCP packet storm control from / to a given host with intelligibly configurable or adaptively configured limits. Possibility to include / exclude ports /services from the defined packet storm limits.		
15	The System should not throttle legitimate RTP Voice and Video traffic of Video conferencing hardware appliances and applications like skype, Zoom VC, Cisco Web-ex etc.		
16	The Firewall logs must contain information about the firewall policy rule that triggered the log.		

<b>J. Intrusion Prevention System (IPS)</b>			
<b>Sr. No.</b>	<b>Specifications</b>	<b>Compliance only specify "YES" Or "NO"</b>	<b>Deviation, if any, to be indicated in unambiguous terms with supporting technical literature</b>
1	IPS licenses must be included in the solution.		
2	Should have a built-in Signature and Anomaly based IPS engine or on a separate unit provided. The cost of this additional unit must be included in the UTM solution (if any).		
3	The solution should provide user /IP level blocking of the services / sessions.		
4	The IPS detection methodologies should consist of: a) Signature based detection using real time updated database b) Anomaly based detection that is based on thresholds		
5	Should have the capability to inspect SSL traffic. The SSL inspection throughput should not be less than 1.5 Gbps		
6	IPS solution should have capability to protect against Denial of Service (DoS) attacks. Should have flexibility to configure threshold values for each of the anomaly. DoS protection should be applied and attacks stopped before firewall policy look-ups.		
7	IPS solution should support Rate Based Signatures to prevent Brute Force Attacks. This functionality should be separate from basic DoS policies and should support specific rate-based signatures to prevent attacks such as like FTP Login, RDP Login, Telnet/SSH Login Brute Force Attacks.		



<b>K. Web Application Firewall (WAF)</b>			
<b>Sr. No</b>	<b>Specifications</b>	<b>Compliance only specify "YES" Or "NO"</b>	<b>Deviation, if any, to be indicated in unambiguous terms with supporting technical literature</b>
1	WAF license must be included. Solution should have in built WAF or on a separate unit provided. The cost of this additional unit must be included in the UTM solution (if any).		
2	WAF solution should protect against OWASP top 10 threats, application vulnerabilities, and zero-day attacks at any given point of time		
3	Web application firewall should designed to watch, inspect and respond to HTTP/S traffic.		
4	Solution should support SSL Offloading to increase performance of published web services and protect the webserver from application vulnerabilities, zero-day attacks, DoS attacks .		
5	WAF should be capable of protecting the hosted web servers serving HTTPS connections (WAN -> DMZ)		
6	It should be capable of providing served URL hardening and directory traversal prevention.		
7	It should be capable of preventing information leakage by cleaning the outgoing pages for error messages, comments, undesirable information.		
8	It should be capable of performing Data validation to prevent Code injection, Command injection, SQL injection, Cross-site tracing and Cross-site scripting.		
9	It should have a capability of SSL offloading (HTTPs)		

**BID SECURITY FORM**

Whereas ..... (Hereinafter called “the tenderer”)  
has submitted their offer dated ..... for the supply of .....  
(Hereinafter called “the tender”) against the purchaser’s tender enquiry No.  
\_\_\_\_\_

KNOW ALL MEN by these presents that WE ..... (Name of  
bank) of ..... (Name of country), having our registered office at  
..... (Address of bank) (Hereinafter  
called the “Bank”), are bound unto ..... (Name of  
purchaser) (Hereinafter called “the purchaser”) in the sum of ..... for which payment will  
and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these  
presents. Sealed with the Common Seal of the said Bank this ..... day of..... 20.....

THE CONDITIONS OF THESE OBLIGATIONS ARE:

1. If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
2. If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity.
3. If the tenderer fails to furnish the Performance Security for the due Performance of the contract.
4. Fails or refuses to accept/execute the contract.

WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchase will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

The guarantee shall remain in force up to and including forty five (45) days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

.....  
(Signature of the authorized officer of the Bank)

**Name and Designation of the Officer**  
Seal, Name & Address of the Bank and  
address of the branch

**MANUFACTURER’S AUTHORIZATION FORM**

[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that re binding on the Manufacturer]

Date: [Insert date (as Day, month and year) of Bid submission]

Tender No.: [Insert number from Invitation for Bids]

To: [Insert complete name and address of Purchaser]

WHEREAS

We [insert completer name of Manufacturer], who are official manufacturers of [Insert type of goods manufactured] having factories at [insert full address of Manufacturer’s factories], do hereby authorize [insert complete name of Bidder] to submit a bid the purpose of which is to provide the following goods, manufactured by us [insert name and or brief description of the goods], and to subsequently negotiate and sign the contract.

We hereby extend our full guarantee and warranty in accordance with the Terms and Conditions of Contract with respect to the Goods offered by the above firm.

Signed: [insert signature(s) of authorized representative(s) of the Manufacturer]

Name: [insert complete name(s) of authorized representative(s) of the Manufacturer]

Title: [insert title]

Duly authorized to sign this Authorization on behalf of: [insert complete name of Bidder]

Dated on \_\_\_\_\_ day of \_\_\_\_\_ [insert date of signing]

**PREVIOUS SUPPLY ORDERS FORMAT**

Name of the Firm \_\_\_\_\_

Order placed by {Full address of Purchaser}	Order No. and Date	Description and quantity of ordered equipment	Value of order	Date of completion of delivery as per contract	Date of actual completion of delivery	Remarks indicating reasons for late delivery, if any and justification for price difference of their supply order & those quoted to us.	Has the equipment been installed satisfactorily?	Contact Person along with Telephone no., Fax no. and e- mail address.

Signature and Seal of the Manufacturer/ bidder .....

Place:

Date:

**BIDDER INFORMATION FORM**

Company Name : \_\_\_\_\_  
Registration Number : \_\_\_\_\_  
Registered Address : \_\_\_\_\_  
\_\_\_\_\_

Name of Partners /Director : \_\_\_\_\_  
\_\_\_\_\_

City : \_\_\_\_\_  
Postal Code : \_\_\_\_\_  
Company's Establishment Year : \_\_\_\_\_  
Company's Nature of Business : \_\_\_\_\_

Company's Legal Status (tick on appropriate option )

- 1) Limited Company
- 2) Undertaking
- 3) Joint Venture
- 4) Partnership
- 5) Others

Company Category

- 1) Micro Unit as per MSME
- 2) Small Unit as per MSME
- 3) Medium Unit as per MSME
- 4) Ancillary Unit
- 5) SSI
- 6) Others

**CONTACT DETAILS**

Contact Name : \_\_\_\_\_  
Email Id : \_\_\_\_\_  
Designation : \_\_\_\_\_  
Phone No : (\_\_\_\_\_) \_\_\_\_\_  
Mobile No : \_\_\_\_\_

**BANK DETAILS**

Name of Beneficiary : \_\_\_\_\_  
A/c. No. CC/CD/SB/OD: \_\_\_\_\_  
Name of Bank : \_\_\_\_\_  
IFSC NO. (Bank) : \_\_\_\_\_

**Enclose scan copy of cancelled Cheque.**

Branch Address and Branch Code: \_\_\_\_\_  
\_\_\_\_\_

**Other Details**

Vendor's PAN No. \_\_\_\_\_

Vendor's GST No: \_\_\_\_\_x

**CERTIFICATE**  
**(to be provided on letter head of the firm)**

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

**Date:**

**Authorized Signatory**

**Name:**

**Place:**

**Designation:**

**Contact No.:**

**Annual Maintenance Contract**

We hereby certify that the Annual Maintenance Contract for the equipment, after expiry of warranty period will be charged as follows:

**For Comprehensive AMC**

- 1) 1<sup>st</sup> year \_\_\_\_ % of the equipment value
- 2) 2<sup>nd</sup> year \_\_\_\_% of the equipment value
- 3) 3<sup>rd</sup> year \_\_\_\_% of the equipment value.

**For Non - Comprehensive AMC**

- 1) 1<sup>st</sup> year \_\_\_\_ % of the equipment value
- 2) 2<sup>nd</sup> year \_\_\_\_% of the equipment value
- 3) 3<sup>rd</sup> year \_\_\_\_% of the equipment value.

We also certify that the spares for the equipment will be available for the equipment for \_\_\_\_\_ years.

**Date:**

**Authorized Signatory**

**Name:**

**Place:**

**Designation:**

**Contact No.:**

**IMPORTANT NOTICE**

TENDERERS RESPONDING TO THIS ENQUIRY SHALL BE DEEMED TO BE AGREEABLE TO THE TERMS AND CONDITIONS HEREIN CONTAINED. THESE TERMS AND CONDITIONS SHALL BE BINDING ON THE SUCCESSFUL TENDERER. CONDITIONAL TENDERS ARE LIABLE TO BE REJECTED. IISER PUNE WILL PROCESS THE TENDER AS PER IISER PUNE STANDARD PROCEDURES. THE DIRECTOR OF THE INSTITUTE RESERVES THE RIGHT TO REJECT ANY OR ALL OR PART OF TENDER WITHOUT ASSIGNING ANY REASON AND SHALL ALSO NOT BE BOUND TO ACCEPT THE LOWEST TENDER. IISER PUNE WOULD NOT BE UNDER ANY OBLIGATION TO GIVE ANY CLARIFICATIONS TO THE AGENCIES WHOSE BIDS ARE REJECTED.

**I agree to all terms and conditions mentioned in the tender document of the Institute**

**Signature of the Tenderer**



### Checklist for BIDDERS

BIDDERS to indicate whether the following are enclosed/mentioned by striking out the non-relevant option

<b>Envelope-1 (Technical-Bid)</b> (Following documents to be provided as single PDF file)				
Sl. No.	Content	File Types	Document Attached	Please Fill page nos for respective document
1	Scan copies of both Tender Fee of Rs.1,180/- and EMD of Rs. 50,000/-	.PDF	( <b>Yes /No</b> )	
2	Format/Questionnaire for compliance as per Annexure-'A'	.PDF	( <b>Yes /No</b> )	
3	Format of compliance statement of specification as per Annexure-'B'	.PDF	( <b>Yes /No</b> )	
4	Bid security Form as per Annexure-'C'(as applicable)	.PDF	( <b>Yes /No</b> )	
5	Manufacturer's Authorization Form as per Annexure-'D'	.PDF	( <b>Yes /No</b> )	
6	Previous Supply Order Format as per Annexure-'E'	.PDF	( <b>Yes /No</b> )	
7	Bidder Information form as per Annexure-'F'	.PDF	( <b>Yes /No</b> )	
8	Blacklist certificate as per Annexure-'G'	.PDF	( <b>Yes /No</b> )	
9	Annual Maintenance Contract Annexure 'H'	.PDF	( <b>Yes /No</b> )	
10	A copy of the Un-priced Commercial bid	.PDF	( <b>Yes /No</b> )	
11	List of deliverables as per Chapter- 4	.PDF	( <b>Yes /No</b> )	
12	Solvency certificate for Rs 10.00 lakhs (not older than twelve months) issued by scheduled/nationalized bank with which BIDDER holds the current account	.PDF	( <b>Yes /No</b> )	
13	Undertaking that the successful BIDDER agrees to give a 10 % security deposit and Performance Bank Guarantee	.PDF	( <b>Yes /No</b> )	
14	Self-Attested copy of GST Number (as applicable)	.PDF	( <b>Yes /No</b> )	
15	Tender Terms & Conditions Acceptance signed with official seal is attached	.PDF	( <b>Yes /No</b> )	
<b>Envelope-2 (Financial-Bid)</b>				
Sl. No.	Content	File Types	Document Attached	Please Fill page nos for respective document
1	Price bid should be submitted in PDF and Excel Format	.PDF and Excel	( <b>Yes /No</b> )	